



## W-2 FREQUENTLY ASKED QUESTIONS

### ***1. My W-2 has been misplaced or damaged. How do I get a copy?***

You may print your W-2 from ESS. Use the following link for instructions:

[http://help.mybeacon.nc.gov/beaconhelp/ESS%20and%20MSS/ESS%20-%20My%20Pay/pdf Printing%20a%20W-2%20Reprint%20in%20ESS.pdf](http://help.mybeacon.nc.gov/beaconhelp/ESS%20and%20MSS/ESS%20-%20My%20Pay/pdf%20Printing%20a%20W-2%20Reprint%20in%20ESS.pdf)

If you do not have access to ESS, call BEST Shared Services at 919-707-0707 to request a reprint. You will be asked if you have access to ESS and will be directed to print your own if you have ESS access. BEST will only submit reprint requests for employees who do not have access to ESS.

### ***2. My address has changed, how do I receive a W-2 reprint?***

See above information in #1. Be sure that you correct your address (permanent and/or mailing) in ESS, with your agency HR office, or by submitting a form to BEST for processing.

### ***3. Why are TSERS not reported on my W-2?***

Per IRS regulations TSERS are not reported on W-2.

### ***4. My social security number or name is incorrect on my W-2. How do I correct this?***

You must take a copy of your original social security card to your agency HR office for assistance in correcting the number or name. Once the correction has been made by your agency, you will be issued a W-2C shortly thereafter.

### ***5. I did not earn this much money. I need my W-2 corrected?***

Please review your last pay statement for 2010 and compare the taxable wages in the lower right portion of your pay stub with your W2. If you still have questions, please contact BEST Shared Services and open a ticket for assistance.

### ***6. How do I know what goes in each box?***

The following table shows you how to look at your pay stub fields and compare to the boxes on your W-2:



W-2 Box	Pay Stub	W-2 Box	Pay Stub
<b>Box 1</b>	Federal Withholding YTD Txbl Earn	<b>Box 11</b>	Blank
<b>Box 2</b>	Federal Withholding TYD Tax	<b>Box 12 a-d</b>	Will contain the following codes/amounts:  C = group term life D – 401k E = 403b G = 457b AA = Roth 401k BB = Roth 403b
<b>Box 3</b>	Federal Social Security YTD Txbl Earn	<b>Box 13</b>	Checked for retirement if in state retirement plan or contributed to 401k plan
<b>Box 4</b>	Federal Social Security YTD Tax	<b>Box 14</b>	NC Flex Health Spending
<b>Box 5</b>	Federal Medicare YTD Txbl Earn	<b>Box 15</b>	State code for withholding (NC, SC, GA, etc.)
<b>Box 6</b>	Federal Medicare YTD Tax	<b>Box 16</b>	State Withholding YTD Txbl Earn
<b>Box 7</b>	Blank	<b>Box 17</b>	State Withholding YTD Tax
<b>Box 8</b>	Blank	<b>Box 18</b>	Blank
<b>Box 9</b>	Advanced EIC (earned income Credit) payment	<b>Box 19</b>	Blank
<b>Box 10</b>	NC Flex Dependant Care	<b>Box 20</b>	Blank

**7. When will I be able to print my own W-2 from ESS?**

Copies of your W-2 will be available for you to reprint on ESS in early to mid-February.

**8. Why can't I print my original W-2?**

Printing an original W-2 requires electronic signature notification from you to us granting permission for you to electronically print. The system is not currently configured for this process.

**9. I need a W-2C reprint. When will I be able to get one?**

W-2C reprints can also be reprinted using ESS. See the link on Question 1 above.

If you do not see the W-2C you are trying to reprint or you do not have access to ESS, contact BEST Shared Services.



***10. I need a copy of my W-2 for years 2007 and earlier.***

You will need to call the OSC Support Services group at 919-707-0795 and request a reprint through the HEAT call tracking system.

If you have other questions or need additional assistance or information, please contact BEST Shared Services at 1-866-NCBEST4(u) or local at 919-707-0707.

You may also email BEST at: [BEST@osc.nc.gov](mailto:BEST@osc.nc.gov)